



Kentucky Personnel Cabinet
501 High Street
Frankfort, KY



IC Memorandum 12-25

TO: KEHP/KGLI Insurance Coordinators and Billing Liaisons

FROM: Kentucky Employees' Health Plan; Kentucky Group Life Insurance

SUBJECT: Matching All Payment Information and Working Bills Timely

DATE: July 17, 2012

Bill, Coupon, and Payment Must Match

Please remember that your billing coupon **must match** your payment amounts.

- Be sure to check the Proposed Items for *Payments on Account* and *Payments from Agency* and take these items into account when you balance your broker bill. Reject credits or arrears if they are not being paid.
- Check each employee individually to ensure that payment amounts on the broker bill are correct.
- If there is a discrepancy, check member enrollment in PA20 and make sure it is correct. If the coverage is not correct please take the appropriate steps to correct enrollment; (e.g., enroll the member, term the member or send documents to the Enrollment Information Branch for processing). The benefits processing steps and enrollment task responsibilities can be found on Page 2 of the Benefits Administration User Guide Revised April 2012.
- After all items on the broker bill have been worked and moved to Processed Items, check the totals on the All tab to ensure that your payment matches your bill.
- Remember to check the bill status after you release your broker bill to see whether or not items went into clarification. If items have gone into clarification, do not print your billing coupon until all the clarifications have been resolved.

Instructions for setting up customized views on your broker bill can be found in the Benefits Accounting User Guide Revised April 2012, school boards pages 26-41, QUASI and health departments, page 42-71. **Note:** The User Guides are updated quarterly and located at <http://personnel.ky.gov/dei/12oe/tai.htm>. The page numbers may change based on updates and revisions.

Working Bills on Time

Working the broker bills after the next month's broker bill has been generated can cause payment issues. *For example:* If an Insurance Coordinator (IC) does not work and release the August broker bill until after the September broker bill has been generated:

- The payments and changes due to qualifying events, terminations or other reasons made on the July broker bill will be reflected on the August broker bill.

- Any changes due to QEs, terminations, or other reasons made to the August broker bill **will not** be reflected on the September broker bill.
- The payments made on the August broker bill are not applied to the individual employees until the bill is released. Thus changes to the August broker bill are not in the payment system when the August bill is generated. So those payments or changes cannot be reflected on the September broker bill because the August bill was released after the September broker bill was generated.

All broker bills should be worked and released before the 7th or 8th of the next month to ensure payments and changes are correctly reflected on subsequent bills.

1. The August broker bill should be worked and released before September 7 or 8.
2. The September broker bill should be worked and released before October 7 or 8.
3. Subsequent months should follow the same pattern.

All payments should be processed through Biller Direct before the 7th or 8th of the next month to help ensure that FMB/KGLI has time to perform any necessary Account Maintenance before the next month's bill is generated.